Average Age of HUD Discrimination Cases
Human Relations Commission

LouieStat

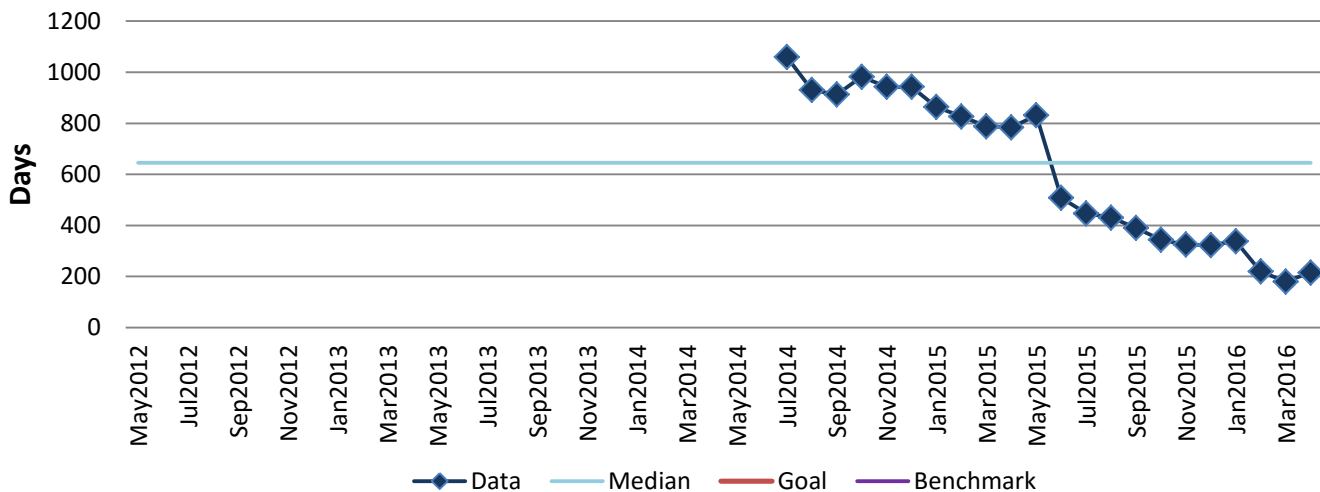**KPI Owner: Rotonia Sanford** | **Process: Enforcement & Investigation of Discrimination**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: TBD Benchmark: TBD	Data Source: HEMS & TEAPOTS Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Average number of days open for HUD cases. Why Measure: HUD requires information regarding status of cases. Next Improvement Step: TBD

How Are We Doing?						
May2015-Apr2016 12 Month Goal	**May2015-Apr2016 12 Month Average**		**Apr2016 Goal**	**Apr2016 Actual**	
TBD	**379**		**TBD**	**215**	
Days	Days		Days	Days	

Average Age of HUD Discrimination Cases

Good

The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.